



Canada Revenue
Agency

Agence du revenu
du Canada

Surrey Tax Centre
9755 King George Blvd
Surrey, BC, V3T-5E1

May 31, 2013

The Estate of the Late
Jeremie A Fontaine
c/o Alexandra Fontaine
[REDACTED]
Mission, BC [REDACTED]

Dear Madam:

I regret to inform you that some of your personal information was unintentionally disclosed on May 10, 2013, when multiple taxpayer letters were included in the same mail envelope. The information consisted of a covering letter and documents which identified your name, address and Social Insurance Number (SIN). We regret that this breach occurred and apologize for any concerns it may cause you.

The Canada Revenue Agency (CRA) regards the safeguarding of personal information to be the utmost importance and makes every effort to do so. I wish to assure you that CRA takes what has happened in this case extremely seriously.

We have made every possible effort to correct this situation. These efforts have included:

- The retrieval of your information as soon as we were notified of the situation.
- Your information was retrieved by our Security Manager on May 30, 2013
- The re-evaluation of our procedures to identify staff training needs
- A full review of our mail procedures.

The following are steps that you can take to enhance the protection of your personal information:

As the information that was breached did contain your name, address, and social insurance number, you may wish to contact our General Enquiries line at 1-800-959-8281 and request that a Client Authorization Required (CAR) indicator be set on your account. This enhanced confidentiality procedure will help ensure the security of your information.

You may also wish to contact Equifax Canada, as well as TransUnion to notify them that your personal information has been breached. These two companies have information on your credit. They also are able to enhance the security of your account to ensure that no one else accesses your credit information. Contact information for these companies is:

Equifax Canada Inc.
Box 190 Jean Talon Station
Montreal, Quebec H1S 2Z2

Phone Number: 1-800-465-7166

Or you can visit their website at www.equifax.ca.

TransUnion
Attention: Consumer Relations
P.O. Box 338, LCD1
Hamilton, ON L8L 7W2

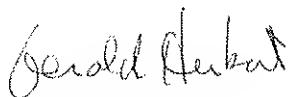
Phone Number 1-800-663-9980

Or you can visit their website at www.transunion.ca

Please note that you are entitled to submit a complaint with the Office of the Privacy Commissioner of Canada with regard to this incident. Complaints may be forwarded to: Office of the Privacy Commissioner of Canada, Place de Ville, Tower B, 3rd floor, 112 Kent Street, Ottawa, Ontario, K1A 1H3.

Should you have any questions regarding this notice, please do not hesitate to communicate with the undersigned.

Sincerely,



G. Heibert
Acting Director
Surrey Tax Centre
604-585-5329

Surrey Tax Centre
9755 King George Blvd
Surrey BC V3T 5E1
<http://www.cra-arc.gc.ca>

Centre Fiscal de Surrey
9755 Blvd King George
Surrey C.-B. V3T 5E1
<http://www.cra-arc.gc.ca>

